

KANSAS PAYMENT CENTER – PERSONS WHO RECEIVE PAYMENTS FREQUENTLY ASKED QUESTIONS

WHAT OPTIONS ARE AVAILABLE TO PERSONS RECEIVING PAYMENTS?

DIRECT DEPOSIT

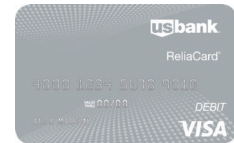
New Program Participants: To choose Direct Deposit, please visit [KSPayCenter.com](https://www.kspaycenter.com). Go to Forms, Select Language Preference, and choose Direct Deposit Form. Complete the Direct Deposit Form as instructed at the *top of the form* and return to the Kansas Payment Center as instructed at the *bottom of the form*.



Existing Program Participants: During the prepaid card transition period (through August 24, 2022), if you are currently having your child support payments deposited into your bank account, there is nothing for you to do – your child support payments will continue to be deposited into your bank account.

PREPAID DEBIT CARD

New Program Participants: To choose Prepaid Debit card, please visit [KSPayCenter.com](https://www.kspaycenter.com). Go to Forms, Select Language Preference and choose Debit Card Enrollment Form. Review the required disclosures provided with the Debit Card Enrollment Form, complete the Form as instructed at the *top of the form* (Page 3) and return to the Kansas Payment Center as instructed at the *bottom of the form* (page 3).



The Kansas Payment Center is changing prepaid debit card providers from KeyBank Key2Benefits Card to U.S. Bank ReliaCard® effective August 22, 2022.

- Any child support payments disbursed to you **BEFORE** August 19, 2022 will be deposited to your KeyBank Key2Benefits Card
- Any child support payments disbursed to you **STARTING** August 22, 2022 and after will be deposited to the ReliaCard

WILL THE BALANCE REMAINING ON MY KEY2BENEFITS CARD BE TRANSFERRED TO THE RELIACARD?

No – the balance on the Key2Benefits Card will continue to be available to you. Your funds may continue to be accessed using any of the available options until the balance on your Key2Benefits card is \$0. Options include: bank teller withdrawal at participating banks, ATM withdrawal, debit card (PIN number transactions) with the option of receiving cash back at participating retailers, and credit card transactions (either in person or on-line). More information on how to access your available balance can be found at [Key2Benefits.com](https://www.key2benefits.com).

Beginning on August 22, 2022, all new child support loads will be made to the ReliaCard. Information on how to access your available balance can be found at [usbankreliacard.com](https://www.usbankreliacard.com).



WHY IS THE KANSAS PAYMENT CENTER CHANGING PREPAID DEBIT CARD PROVIDERS?

Due to evolving business conditions, the ReliaCard has been selected to offer you not only the same broad access to your account balance as you enjoy today, but additionally offers improved functions such as the U.S. Bank ReliaCard Mobile App (search for “U.S. Bank ReliaCard” and download the app via the App Store® or Google Play™²) as well as the ReliaCard Cardholder Website usbankreliacard.com where detailed information can be found on your transaction history, your load history as well as any fees you may have incurred as documented in the ReliaCard Disclosures included in your cardholder materials as well as on the kspaycenter.com website kspaycenter.com. More information can be found at usbankreliacard.com.

WHAT DO I DO IF MY KEY2BENEFITS CARD IS LOST OR IS STOLEN?

If your Key2Benefits Card is lost or stolen, contact KeyBank at 1-866-295-2955.

WHAT DO I DO IF MY RELIACARD IS LOST OR STOLEN?

If your ReliaCard is lost or stolen, call 1-855-282-6161.

HOW DO I REPORT A CHANGE OF ADDRESS TO THE KANSAS PAYMENT CENTER?

Call the Kansas Payment Center Monday through Friday, 8:00 a.m. through 5:00 p.m. at 877-572-5722.

A Customer Service Representative will assist you in updating your address.

WHAT DO I DO IF MY NAME ON MY NEW RELIACARD NEEDS TO BE CHANGED?

Call the Kansas Payment Center Monday through Friday, 8:00 a.m. through 5:00 p.m. at 877-572-5722.

A Customer Service Representative will assist you in updating your name.

HOW DO I CHANGE FROM PREPAID DEBIT CARD TO DIRECT DEPOSIT?

To choose Direct Deposit, please visit KSPayCenter.com. Go to Forms, Select Language Preference, and choose Direct Deposit Form. Complete the Direct Deposit Form as instructed at the **top of the form** and return to the Kansas Payment Center as instructed at the **bottom of the form**.

HOW DO I CHANGE FROM DIRECT DEPOSIT TO PREPAID DEBIT CARD?

New Program Participants: To choose Prepaid Debit card, please visit KSPayCenter.com. Go to Forms, Select Language Preference and choose Debit Card Enrollment Form. Review the required disclosures provided with the Debit Card Enrollment Form, complete the Form as instructed at the **top of the form** (Page 3) and return to the Kansas Payment Center as instructed at the **bottom of the form** (page 3).

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3. For text messages, standard messaging charges apply through your mobile carrier and message frequency depends on account settings

HOW CAN I FIND OUT IF A DEPOSIT HAS BEEN MADE TO MY ACCOUNT?

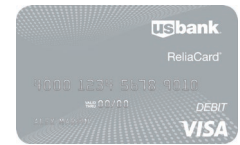
DIRECT DEPOSIT

Using the tools provided by your financial institution such as website, mobile app, or text alert, review the deposits made to your account and all other account related transactions. The tools available to account holders will vary by financial institution.



PREPAID DEBIT CARD

Using either the U.S. Bank ReliaCard Mobile App or the usbankreliacard.com website, cardholders may review all activity related to their card account including deposits, withdrawals, and other types of transactions.



Additionally, cardholders can sign-up for “alerts” to be notified by either text or e-mail and managed through the U.S. Bank ReliaCard Mobile App or usbankreliacard.com website.

I HAVE QUESTIONS ABOUT MY CHILD SUPPORT CASE – WHO SHOULD I CALL?

- Child Support Services – need CSS number 888-757-2445

I’VE RECEIVED LETTERS IN THE MAIL WITH INFORMATION ON THE KPC PREPAID DEBIT CARD. WHAT SHOULD I DO?

You have a choice.

ReliaCard option: Contact KPC and make sure your address is updated in KPC then sit tight and wait for the new ReliaCard to arrive.

- It will arrive by Aug. 19
- Once it arrives, follow the activation instructions included with your new ReliaCard. You will be required to select a new Personal Identification Number (PIN)

OR

Choose Direct Deposit and follow the Direct Deposit Enrollment instructions above.

WHEN WILL THE U.S. BANK RELIACARD ARRIVE?

Your U.S. Bank ReliaCard® will begin to arrive in mid-August.

WHAT SHOULD I LOOK FOR?

Your ReliaCard will arrive in a white envelope with an Indianapolis, IN return address. If your address has changed and you have not notified the KPC, please do so as soon as possible by calling 877-572-5722.



WHAT SHOULD I DO IF MY RELIACARD DOES NOT ARRIVE BY AUGUST 22?

Call the Kansas Payment Center at 877-572-5722 to determine your enrollment status.

If you are successfully enrolled in the prepaid debit card program and need a new card re-issued, you will be directed to ReliaCard Customer Service (1-855-282-6161).

If you have not yet been enrolled in the prepaid debit card program, the Kansas Payment Center will provide you with the required prepaid card disclosures, after which a card will be created and mailed to the address you've provided to the Kansas Payment Center.

HOW DO I FIND THE NEAREST ATM WHERE I WILL NOT BE CHARGED A FEE?

Locating surcharge free ATMs is easy and convenient. Use the ATM Locator option in the U.S. Bank ReliaCard Mobile App or select the ATM Locator option through the usbankreliacard.com website. Enter the zip code where you are located, and all available surcharge free ATMs will be provided for your reference.

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